



Consumer Services Department

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CSD *News Release*

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CSD CONDUCTING INTENSIFIED INSPECTION PROGRAM AT MIAMI-DADE RETAIL SHOPS

As the 2002 holiday shopping season moves towards its late-December peak the Miami-Dade County Consumer Services Department (CSD) is conducting an intensified program of "Education Sweeps" to ensure that retail shops across the County are in compliance with the various regulations which govern their merchandising operations.

A team of enforcement officers from the Department's Consumer Protection Division has been deployed to inspect retail shops at a number of major malls and shopping centers noted for their high volume of shopping traffic during the holiday season.

One area of focus will be the County's ordinance which prohibits false and misleading advertising.

Stores will be inspected to see whether, in keeping with State law, they post signs about their return policies.

The team will also be ensuring compliance with other applicable consumer protection ordinances.

CSD's Division Director for Consumer Protection, Mario Goderich emphasizes that this program of inspections "is educational." He says it has been the experience of the Department in these

exercises that violations are often the result of a lack of knowledge. Businesses have up to 30 days to comply with the regulations, Goderich says.

These educational sweeps will continue throughout the holiday season.

Visit the Miami-Dade County Consumer Services Department website at www.miamidade.gov/csd/.

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The Miami Dade Consumer Services Department is an agency of Miami-Dade County government that protects consumers through complaint mediation, business regulation, and consumer education. The Department operates the Consumer Hotline (305) 375-3677, a central telephone number for consumer complaints and information.